

# Inntopia COVID -19 Test Scheduler

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High Availability, Scalable platform for testing scheduling

March 16, 2020

# Inntopia COVID 19 Test Scheduler

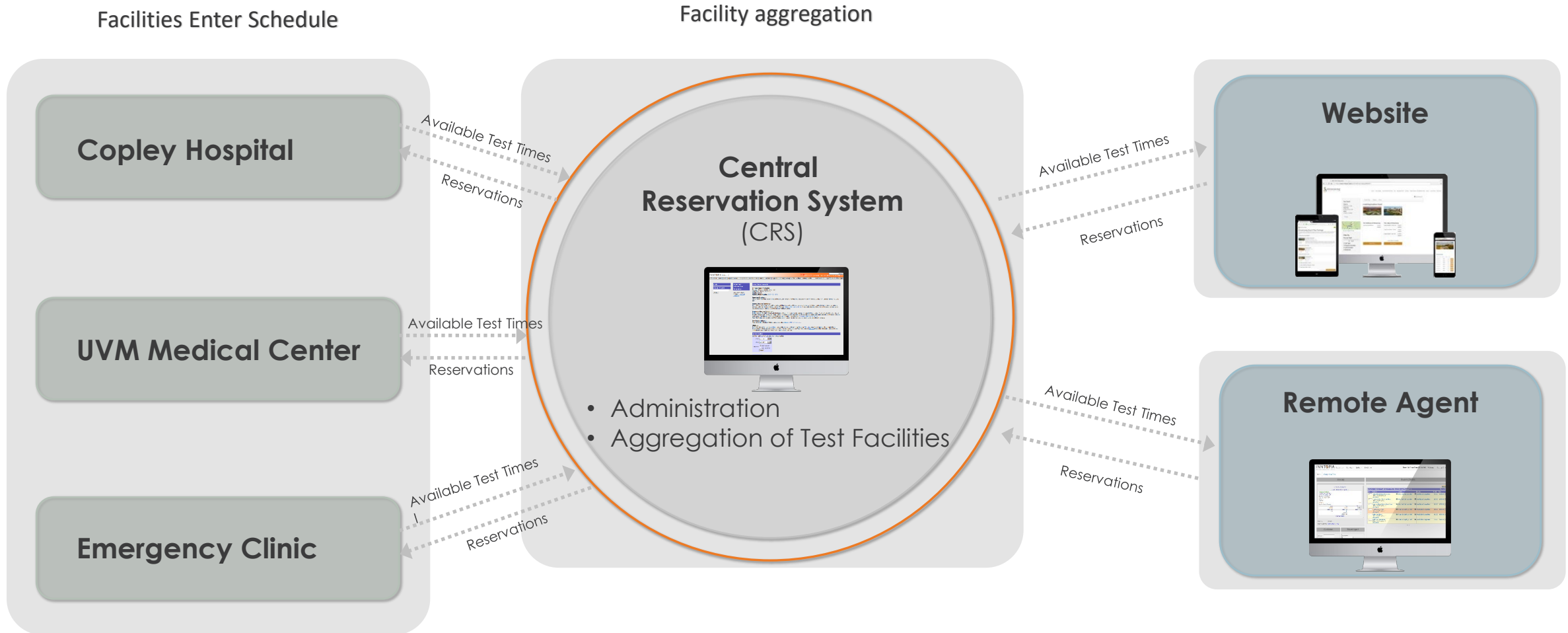
The following is an outline of a COVID-19 testing scheduling platform. It utilizes Inntopia's travel reservation and scheduling software to allow users to schedule testing as it comes online. This demonstrates the basic functionality of the system.

If you are a healthcare provider and would like to use this to help schedule testing, please contact Inntopia via email at [CVDTestingApp@inntopia.com](mailto:CVDTestingApp@inntopia.com).

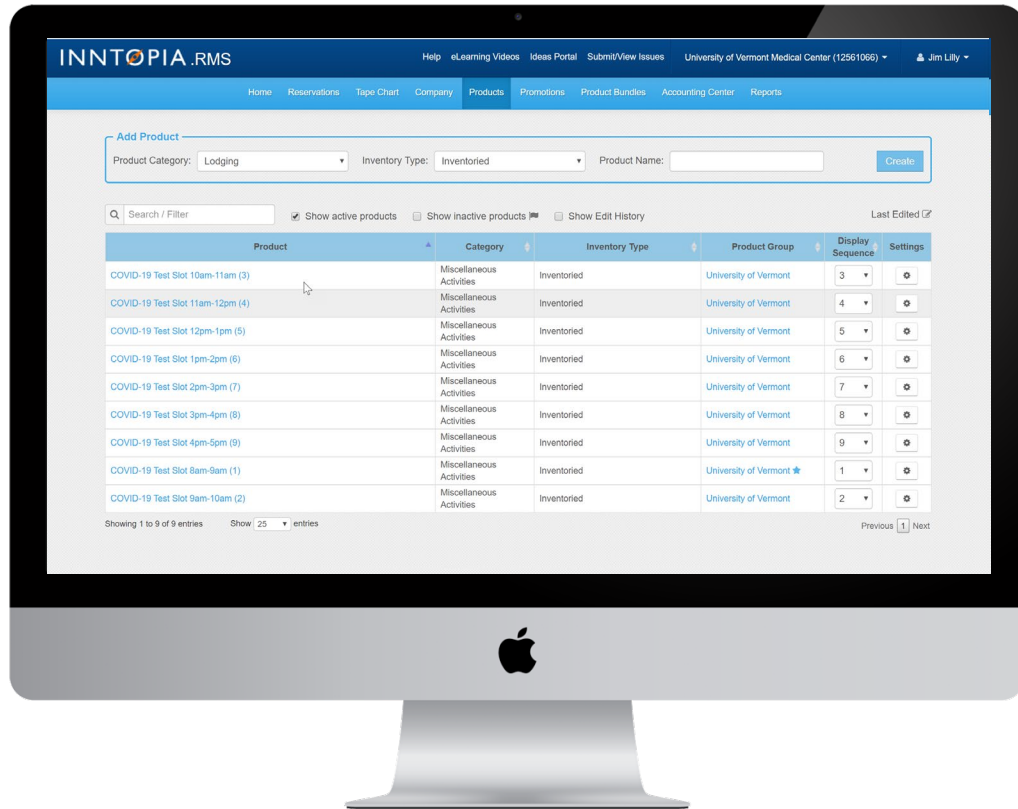
- Use and Features
  - Can be used by local clinics, hospitals, county and regional agencies, state health departments, and anyone looking to manage COVID-19 test scheduling.
  - People seeking testing can look for available testing slots and select them. Testing centers can manage the availability of slots and log into a portal to see who is scheduled.
  - The system is highly configurable. This test site is built to collect some of the basic information currently required for testing, but as requirements change the questions asked can also be changed.
  - There is a call center application that can be used by contact centers or remote agents to schedule tests over the phone.
- Security and Scalability
  - Inntopia is certified ISO 27001 and PCI compliant, which are the most comprehensive security certifications available. Inntopia's third party auditor is providing a letter as to the privacy and security standards adhered to by the company and the platform. These standards map closely to HIPAA, and in many cases are more stringent than HIPAA. Inntopia is working with our auditor to expedite HIPAA compliance certification.
  - This application is built on Inntopia's high-availability travel reservation platform and is designed to handle capacities that traditional medical scheduling software may not be designed to handle.

# Architecture

## Interconnected Online Accessed Systems



# Test Scheduling Management System



## LOAD AND MANAGE A TEST SCHEDULE ONLINE

A simple-to-use extranet platform where Test Facilities can load and manage their schedule. Unique accounts are provided for each individual facility.

## ONE ACCOUNT CAN BE DELIVERED TO MULTIPLE WEBSITES OR CALL CENTER AGENTS

RMS Test Scheduling Accounts can be made available to one or more websites or call center accounts (described below as Inntopia CRS).

# CRS

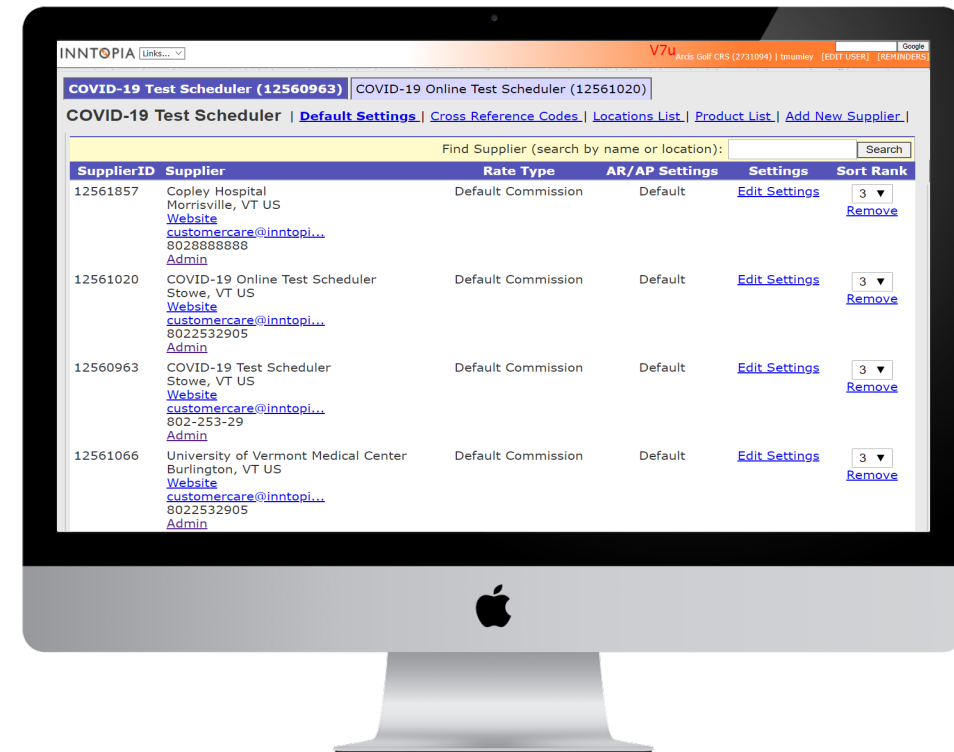
## Central Reservation System

### AGGREGATION OF TEST FACILITIES

Enables regional or Statewide aggregation of test facilities with their schedules

### MULTIPLE WEBSITES CAN BE CONTROLLED FROM APPLICATION

The application can control the facilities that are displayed on multiple websites



# Agentopia

## Call Center Application

### ONE SCREEN

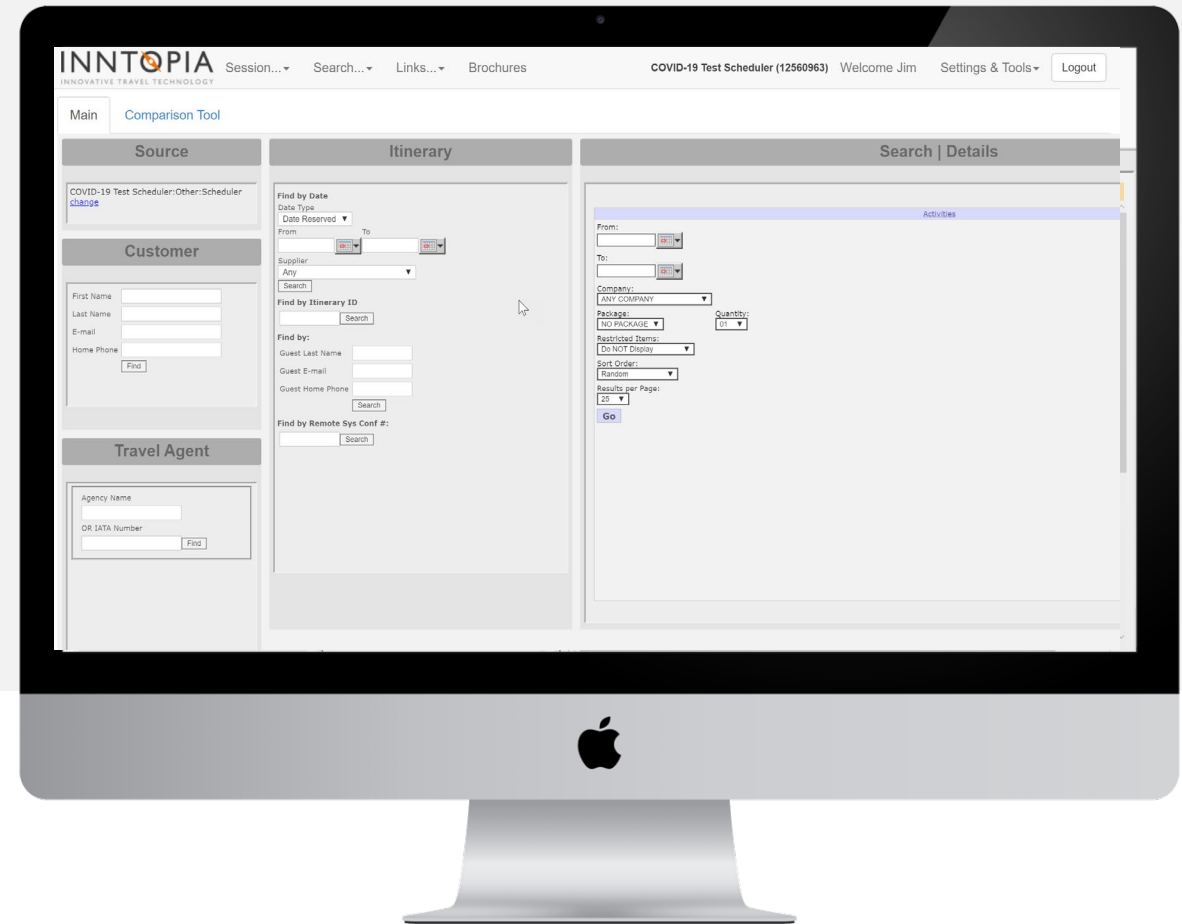
One application/screen access the available test times for multiple regional or statewide testing facilities

### EASY TO LEARN

Staff can be trained quickly and access remotely from a browser

### WEB BASED

Easy to deploy to remote and home-based call center staff



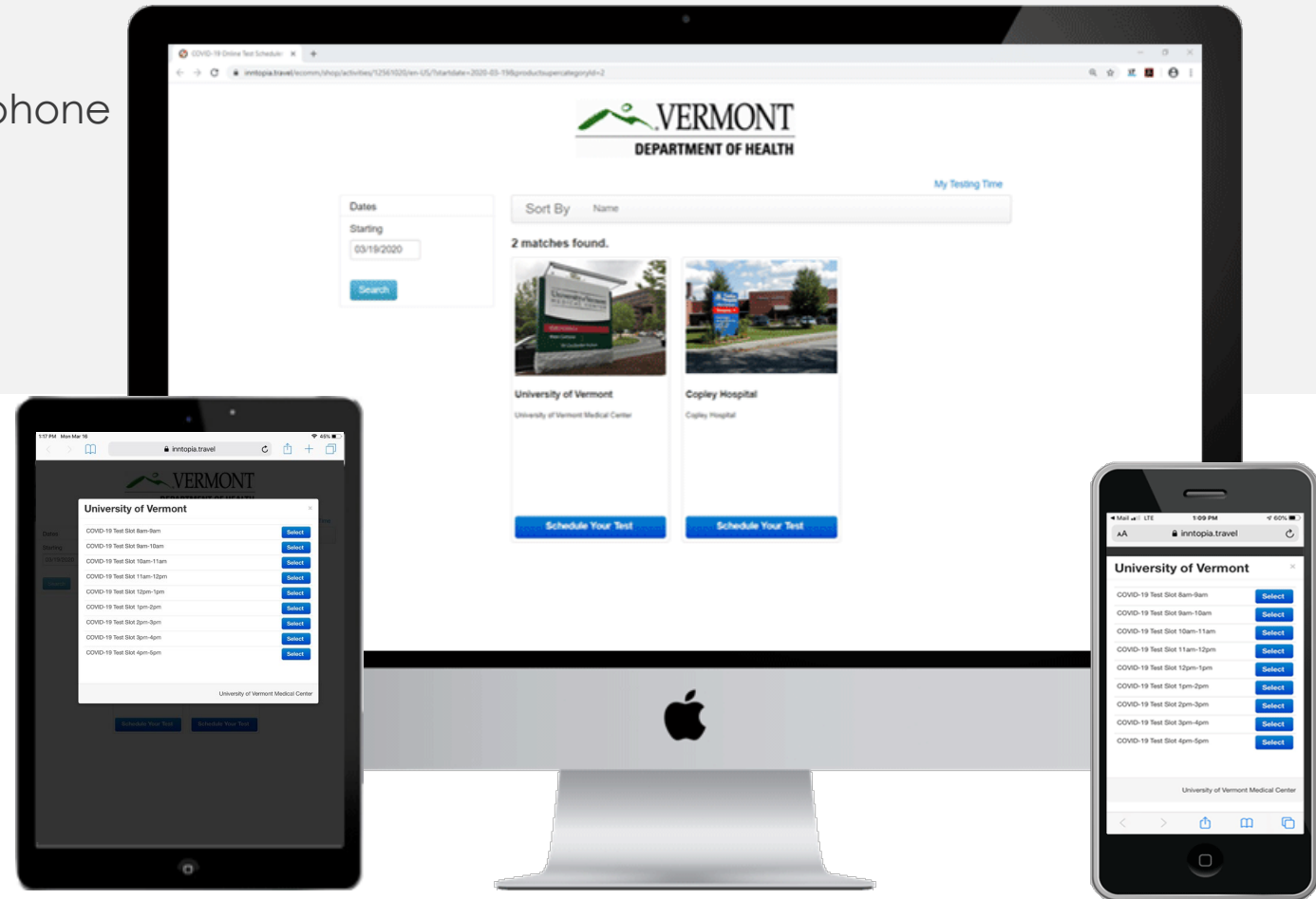
# Online Scheduling

## RESPONSIVE

Optimized for any device: computer, tablet, phone

## ONLINE / OFFLINE INTEGRATION

Seamless synergy between Agentopia (agent interface) and your test scheduling website



# Online User Interface



## COVID-19 Questionnaire

Please answer the simple questions below so that we can better determine your need to be tested for COVID-19.

Do you have a fever?

- ☒ Yes  
☐ No

Do you have a cough?

- ☒ Yes  
☐ No

Have you been exposed to someone who has tested positive for COVID-19?

**OR**

Have you traveled to China, Italy, or Iran in the past 6 weeks?

- ☐ Yes  
☐ No

<https://www.vt.gov/emergencies/diseases/novel-coronavirus-2019/advice-for-public>  
VT Department of Health WHO Website

A Prequalification questionnaire is presented and can be adjusted as circumstances evolve



Your responses indicate you should be tested for COVID-19.

Please select a date below to schedule your test.

3/16/2020

[Find an Appointment](#)

[VT Department of Health](#) [WHO Website](#)

If criteria is met, then they are presented with the option to schedule a test



You do not qualify for a COVID-19 test at this time.

Please remember these best practices as suggested by the World Health Organization:

- Wash your hands frequently
- Maintain Social Distancing
- Avoid touching eyes, nose, mouth.
- Practice Respiratory Hygiene.

More details can be found at the WHO website.

[WHO Website](#)

[VT Department of Health](#) [WHO Website](#)

If criteria is not met, they are presented with a notification



# Online User Interface

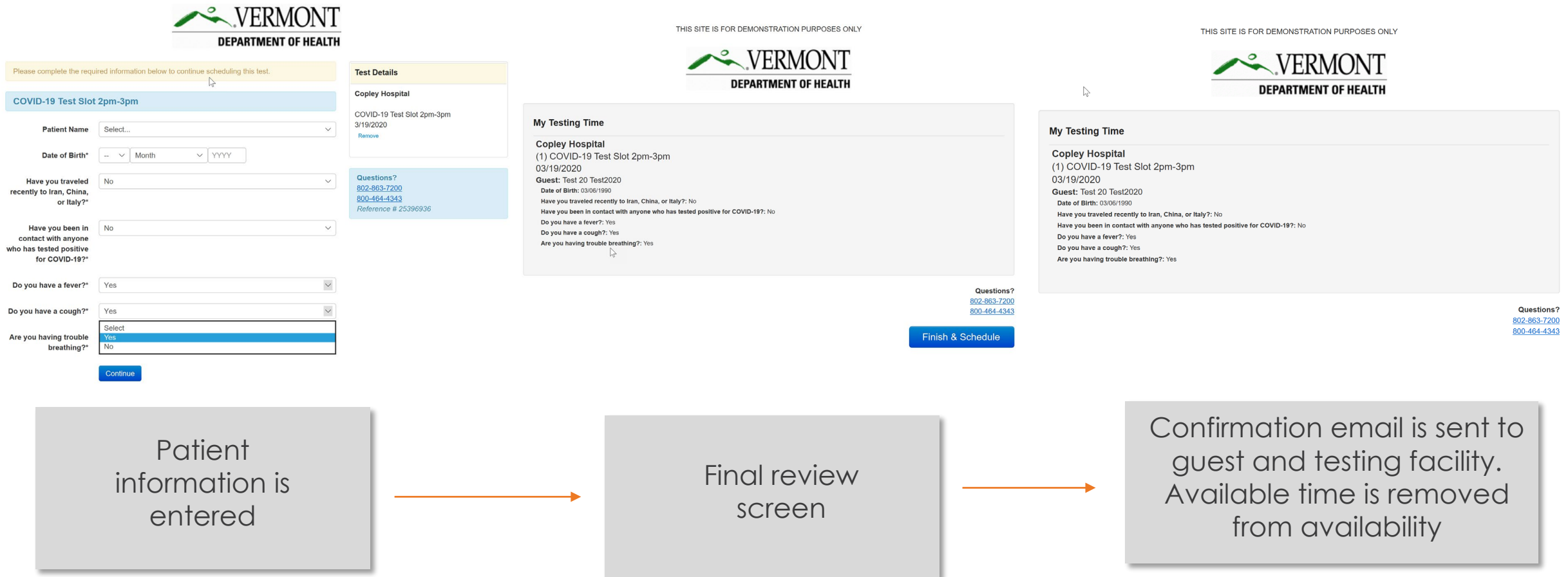
The screenshot shows the Vermont Department of Health website. At the top is the logo with a green mountain icon and the text "VERMONT DEPARTMENT OF HEALTH". Below the logo is a "My Testing Time" link. On the left, there is a "Dates" section with a "Starting" date input field set to "03/18/2020" and a "Search" button. In the center, there is a "Sort By" dropdown menu set to "Name". Below this, it says "2 matches found." and displays two results side-by-side. The first result is for the "University of Vermont" with a photo of the medical center and a "Schedule Your Test" button. The second result is for "Copley Hospital" with a photo of the hospital and a "Schedule Your Test" button. At the bottom left, there is a URL: "/ecomm/shop/activities/12561020/en-US/?startdate=2020-03-18&adultcount=1&childCount=0&prc".

Multiple facilities from one search – choose a facility to see available times

The screenshot shows a modal window titled "University of Vermont" with a close button (X) in the top right corner. Inside the modal, there is a list of COVID-19 test slots, each with a "Select" button to its right. The slots are: "COVID-19 Test Slot 8am-9am", "COVID-19 Test Slot 9am-10am", "COVID-19 Test Slot 10am-11am", "COVID-19 Test Slot 11am-12pm", "COVID-19 Test Slot 12pm-1pm", "COVID-19 Test Slot 1pm-2pm", "COVID-19 Test Slot 2pm-3pm", "COVID-19 Test Slot 3pm-4pm", and "COVID-19 Test Slot 4pm-5pm". At the bottom of the modal, it says "University of Vermont Medical Center".

Available testing times are displayed

# Online User Interface



**Thank you.**

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